GENERAL DESCRIPTION

Performs advanced (senior-level) licensing and regulatory work. Work involves conducting inspections for compliance with codes, laws, regulations, and agency policies; and investigating complaints of alleged violations of licensing requirements. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

DISTINGUISHING CHARACTERISTICS

The Adult and Child Care Licensing Specialist job classification series is intended for positions that are responsible for inspecting and investigating licensed and registered facilities, unregulated facilities, and/or child-placement agencies to determine whether abuse, neglect, and/or exploitation has occurred. This series is typically found in health and human services agencies.

EXAMPLES OF WORK PERFORMED

Conducts inspections of state, contract, licensed, or registered facilities and/or operations to ensure compliance with codes, laws, and regulations; and researches and identifies causes of violations.

Conducts evidence, data, and field investigations to assess risks.

Conducts investigations of complaints alleging violations of licensing requirements.

Conducts investigations of alleged abuse and/or neglect at facilities or operations.

Assesses allegations to determine immediacy of risks to persons in care and evaluates safety plans to mitigate risks.

Reviews compliance with monitoring reports, makes recommendations on corrective actions on violations, and conducts follow-up reviews in cases involving violations.

Reviews, evaluates, and processes waiver and variance requests to mitigate risks to persons in care.
Reviews permits, records, and provided care to determine compliance with licensing requirements.

Contacts and interviews potential witnesses and complainants.

Obtains, verifies, and records evidence and documentation for use in investigations.

Evaluates and summarizes investigation findings.

Accepts, denies, issues, and revokes permits.

Processes fees and administers administrative penalties.

Provides technical assistance by conducting workshops, answering inquiries, and providing licensing-related information.

Provides orientation presentations to the community and facilities or operations regarding licensing requirements.

Prepares and presents information to law enforcement or regulatory agencies.

Prepares reports and legal documents.

Testifies in court.

Develops policies, procedures, and standards.

May assist in evaluating quality control programs.

May perform undercover surveillance work regarding alleged violations.

May supervise the work of others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in licensing, regulatory or social work. Graduation from an accredited four-year college or university with major coursework in social work, counseling, psychology, criminal justice, or a related field is generally preferred. Experience and education may be substituted for one another.
KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the laws and regulations related to licensing; of principles and methods of inspections; of rules of evidence; of business practices in regulated occupations and industries; of investigative principles, techniques, and practices; and of gerontology or child development.

Skill in assessing risk in situations, in interviewing, in investigating, in resolving abuse or neglect allegations, and in the use of a computer and applicable software.

Ability to obtain information and conduct inspections; to evaluate living conditions; to prepare documentation; to develop policies, procedures, and standards; to communicate effectively; and to supervise the work of others.